

**GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA**

STARRED QUESTION NO:213
ANSWERED ON:07.08.2006
CONSUMER AWARENESS
Madhwaraj Smt. Manorama

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

- (a) whether a majority of the consumers in the country are not aware of the provisions of Consumer Protection Act, 1986;
- (b) if so, whether the awareness campaign launched by the Government through the electronic and print media has also failed to achieve its objectives;
- (c) if so, the details and the reasons therefor;
- (d) whether the Bagla Committee had recommended sanction of additional posts in the State Commissions in view of the increasing work load;
- (e) if so, the details thereof; and
- (f) the reaction of the Union Government thereto?

Answer

MINISTER OF AGRICULTURE AND MINISTER OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI SHARAD PAWAR)

(a) to (f): A statement is laid on the table of the house.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) to (f) OF LOK SABHA STARRED QUESTION NO. 213 FOR 07/08/2006 REGARDING CONSUMER AWARENESS

(a) to (c): No Sir. The Department of Consumer Affairs has been undertaking a systematic and sustained multimedia campaign throughout the country to educate consumers about their rights and responsibilities and also to disseminate various consumer related information. The growing awareness of consumers in the country regarding the provisions of the Consumer Protection Act, 1986 can be seen from the fact that since the establishment of the three-tier consumer disputes redressal machinery, more than 26 lac cases have been filed in these fora. Further, increasing number of complaints received from consumers through the National Consumer Helpline (NCH), set up to provide telephonic guidance/counselling as well as the Consumer Online Resource & Empowerment Centre (CORE), set up to provide online counselling and assistance, and their geographical and sectoral spread also bear evidence to the increasing level of consumer awareness in the country. However, raising the level of consumer awareness in a country is an on-going process requiring persistent efforts on a sustained basis.

(d) to (f): The Bagla Committee gave recommendations regarding staffing pattern for the three-tier Consumer Fora taking into account the existing workload and also the anticipated workload in years to come. Since the State Governments are statutorily responsible for the setting up and functioning of the State Commissions and District Fora, the report was circulated for their consideration. The staffing pattern of the State Commission and the District Fora is decided by the concerned State Government in accordance with its policy guidelines and availability of budgetary resources.